

KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #13

Exception #:	13
Component:	Verizon-New Jersey (Verizon-NJ) did not populate all required metrics in the KPMG Consulting CLEC Specific Carrier-to-Carrier Report.
Domain:	Metrics
Date Uncovered by KPMG:	1/11/01
Date VERIZON Received:	1/11/01
Date VERIZON Responded:	2/6/01; 4/02/01 (1 st Revision)
KPMG Summary Statement	To the extent that Verizon does not populate the CLEC specific reports in accordance with the NJ Carrier-to-Carrier Guidelines (May 2000), Verizon is not compliant with decisions made by the NJ BPU. Additionally, with these reporting discrepancies CLECs cannot verify that they are being provided with the level of service required by the NJ Carrier-to-Carrier Guidelines.
KPMG Consulting Response:	<u>KPMG Consulting's 5/10/01 Response to Verizon</u> KPMG Consulting examined March data received on April 26 th and determined that metrics for PO-8-01 and PO-8-02 were not reported as expected, based on Verizon's earlier response. KPMG Consulting requests Verizon provide updated information as to when these metrics will be implemented and data reported..
VERIZON Response:	<u>4/02/01 Response to Exception</u>

Table 1: Metric Data Not Reported in the November or December 2000 KPMG Consulting CLEC Specific Carrier-to-Carrier Report.

<u>Metric</u>	<u>Metric Description</u>	<u>Reported</u>	<u>VERIZON Response</u>
<u>PO-8-01</u>	<u>% On-Time- Manual Loop Qualifications</u>	<u>TBD</u>	<u>A change control has been issued to develop an interim process for measuring the performance of this sub-metric. Pending acceptance by the New Jersey Board, reporting is expected to begin for the March data month. The LSR confirmation/reject process will be used to measure performance until a separate transaction is developed for this sub-metric.</u>
<u>PO-8-02</u>	<u>% On-Time – Engineering Record Request</u>	<u>TBD</u>	A change control has been issued to develop an interim process for measuring the performance of this sub-metric. Pending acceptance by the New Jersey Board, reporting is expected to begin for the March data month. The LSR confirmation/reject process will be used to measure performance until a separate transaction is developed for this sub-metric.
<u>MR-1-05</u>	<u>Average Response Time – Trouble Report History</u> <u>(by TN/Circuit)-Electronic Bonding</u>	<u>NEF</u>	<u>This metric will be included in the unworkable filing.</u>
<u>BI-2-01</u>	<u>Timeiness of Carrier Bill – Total</u>	<u>UR</u>	<u>This metric was reported for December.</u>

<u>Metric</u>	<u>Metric Description</u>	<u>Reported</u>	<u>VERIZON Response</u>
<u>BI-3-01</u>	<u>% Billing Adjustments – Including Charges Adjusted Due to PCD’s – Total</u>	<u>UR</u>	<p><u>April 02, 2001: This metric continues under review for the February data month. Development efforts to correct errors in calculation, previously identified by Verizon, will not be completed until the April data month.</u></p> <p><u>This metric will remain under review until the February data month. Verizon has identified errors in the calculation of metric that require significant development to ensure accuracy.</u></p>
<u>BI-3-02</u>	<u>% Billing Adjustments – Excluding Charges Adjusted Due to PCD’s – Total</u>	<u>UR</u>	<p><u>April 02, 2001: This metric continues under review for the February data month. Development efforts to correct errors in calculation, previously identified by Verizon, will not be completed until the April data month.</u></p> <p><u>This metric will remain under review until the February data month. Verizon has identified errors in the calculation of metric that require significant development to ensure accuracy.</u></p>
<u>BI-4-01</u>	<u>% Usage Accuracy – Total</u>	<u>UR</u>	<u>This metric was reported for December.</u>
<u>BI-4-02</u>	<u>% Corrected Usage Records Delivered on Time – Total</u>	<u>UR</u>	<u>This metric was reported for December.</u>

<u>Metric</u>	<u>Metric Description</u>	<u>Reported</u>	<u>VERIZON Response</u>
<u>BI-5-01</u>	<u>% Accuracy of Mechanized Bill Feed – Total</u>	<u>UR</u>	<u>This metric was reported for December.</u>
<u>BI-6-01</u>	<u>% Completeness of Usage Charges – Including PCD Delayed Charges – Total</u>	<u>UR</u>	<u>This metric was reported for December.</u>
<u>BI-6-02</u>	<u>% Completeness of Usage Charges – Excluding PCD Delayed Charges – Total</u>	<u>UR</u>	<u>This metric was reported for December.</u>
<u>BI-7-01</u>	<u>% Completeness of Fractional Recurring Charges – Including PCD Delayed Charges – Total</u>	<u>UR</u>	<p><u>April 02, 2001: This metric continues under review for the February data month. Development efforts to correct errors in calculation, previously identified by Verizon, will not be completed until the April data month.</u></p> <p><u>This metric will remain under review until the February data month. Verizon has identified errors in the calculation of metric that require significant development to ensure accuracy.</u></p>

<u>Metric</u>	<u>Metric Description</u>	<u>Reported</u>	<u>VERIZON Response</u>
<u>BI-7-02</u>	<u>% Completeness of Fractional Recurring Charges – Excluding PCD Delayed Charges – Total</u>	<u>UR</u>	<p><u>April 02, 2001: This metric continues under review for the February data month.</u> <u>Development efforts to correct errors in calculation, previously identified by Verizon, will not be completed until the April data month.</u></p> <p><u>This metric will remain under review until the February data month.</u> <u>Verizon has identified errors in the calculation of metric that require significant development to ensure accuracy.</u></p>
<u>BI-8-01</u>	<u>% Completeness of Non-Recurring Charges Including PCD Delayed Charges – Total</u>	<u>UR</u>	<p><u>April 02, 2001: This metric continues under review for the February data month.</u> <u>Development efforts to correct errors in calculation, previously identified by Verizon, will not be completed until the April data month.</u></p> <p><u>This metric will remain under review until the February data month.</u> <u>Verizon has identified errors in the calculation of this metric that require significant development to ensure accuracy</u></p>

<u>Metric</u>	<u>Metric Description</u>	<u>Reported</u>	<u>VERIZON Response</u>
<u>BI-8-02</u>	<u>% Completeness of Non-Recurring Charges Excluding PCD Delayed Charges – Total</u>	<u>UR</u>	<p><u>April 02, 2001: This metric continues under review for the February data month. Development efforts to correct errors in calculation, previously identified by Verizon, will not be completed until the April data month.</u></p> <p><u>This metric will remain under review until the February data month. Verizon has identified errors in the calculation of metric that require significant development to ensure accuracy.</u></p>
<u>GE-1-01</u>	<u>% Directory Listing Verification Reports Furnished On-Time</u>	<u>UD</u>	<u>This metric was reported for December.</u>